

### MANAGER'S MESSAGE

**FY 2015 CONTRACTS AND FINAL QUARTER CONTRACT ADJUSTMENTS** - RWGA is currently processing the FY15 Part A and MAI Carryover notice of award. Agencies in line for Carryover increases will receive amended Purchase Orders after Commissioners Court approval, slated for December 15th. December 1<sup>st</sup> marked the beginning of the final quarter of the FY15 Part A and MAI grant year. RWGA is currently reviewing all contracts to determine if spending is on track per expectations. If expenditures are less than expected RWGA will initiate contract decreases. Also, RWGA is again offering contractors with multiple Part A contracts or Part A contracts with bundled services the opportunity to shift funds from any of your Part A contracts that are under spending to your other Part A contracts experiencing documented unmet need. Likewise, if your agency has need for funds beyond what can be transferred within or between your existing Part A contracts, please complete and submit a Request for Increase form (available on our website). We will endeavor to shift funds to contracts with unmet need in the event we identify unspent funds from another agency that could be shifted to your agency.

**TEXAS ADAP – MODIFIED ADJUSTED GROSS INCOME (MAGI)** – RWGA has become aware of substantial challenges for area providers associated with the Texas ADAP's implementation of MAGI for client income determination. Other areas across the state have encountered similar difficulties, and for this reason, DSHS is initiating an extended implementation period that will end July 31, 2016. Between now and July 31, 2016, DSHS will focus on collecting best practices, creating helpful training tools for clients and agency personnel, and fully training staff throughout Texas on MAGI. During the implementation period, the requirement to submit a tax transcript or Certificate of Non-Filing will be waived for all persons wishing to submit through the Mock-MAGI process. Agencies are encouraged to educate their case managers and eligibility workers on the MAGI process, and the Tax Return Transcript remains the gold standard for ADAP eligibility determination. Additionally, those persons who receive only SSDI or SSI income will not be asked to request documentation from the

IRS unless they are married. This change will be permanent. Further training will be provided on this process. RWGA has coordinated a DSHS facilitated training for frontline staff in our offices on December 16<sup>th</sup>. Please contact Tasha Traylor at 713-439-6038 or [ttraylor@hcphe.org](mailto:ttraylor@hcphe.org) for additional information.

Please be aware that even before the MAGI process was implemented, THMP sometimes required a Tax Return Transcript or Certificate of Nonfiling for certain persons for whom it was difficult to verify their employment history. During the implementation period, these persons will still be asked for IRS documentation as appropriate. Staff are advised to continue to request Tax Return Transcripts to the extent possible. This is an implementation period, and should not be interpreted as a chance to return to previous eligibility processes. If clients/staff at your agency continue to encounter severe challenges, please feel free to contact Rachel Sanor at 512-533-3002 or RWGA with any questions or concerns.

**FY 2016 ALLOCATIONS AND AWARDS** – As you are aware, in FY 15 the Houston Part A program received a substantial increase over prior year funding. The federal budget continues to operate under a Continuing Resolution (CR) with the most recent CR extending FY14 funding levels through December 11, 2015. At this point there is no indication that the FY 16 funding will be significantly less than FY 15 and we anticipate level funding. However, RWGA encourages all agencies to develop contingency plans in the event there is a decrease in our FY16 award. As has become routine in recent years, agencies should anticipate receiving partial contract awards in March with full FY 16 funding available later in the year.

*Carin Martin, MPA, Manager*  
[cmartin@hcphe.org](mailto:cmartin@hcphe.org)

### Important Dates

- 12/01 Commissioners Court
- 12/10 CER & ACR Due
- 12/15 Commissioners Court
- 12/24 Christmas Holiday
- 12/25 Christmas Holiday
- 01/01 New Years Day Holiday
- 01/05 Commissioners Court
- 01/11 CER & ACR Due
- 01/18 MLK Holiday
- 01/26 Commissioners Court
- 02/09 Commissioners Court
- 02/10 CER & ACR Due
- 02/23 Commissioners Court



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## CQI

**LPAP** - Genvoya (a fixed-dose combination tablet containing elvitegravir, cobicistat, emtricitabine, and tenofovir alafenamide) has been added to the LPAP formulary. The FDA recently approved Genvoya as a complete regimen for the treatment of HIV-1 infection in adults and pediatric patients 12 years of age and older. Genvoya contains a new form of tenofovir that has not been previously approved.

**CLINICAL CHART REVIEW** - The FY2014 Clinical Chart Review is complete. Agencies will be receiving comprehensive reports on how each agency performed on HAB and other EMA performance measures.

*Heather Keizman, RN, MSN, WHNP-BC  
Clinical Quality Improvement Project Coord.  
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**QM UPDATE** - QM Development's focus over the past couple of months has included providing direction and guidance on MAGI as well as ACA Marketplace Enrollment and Navigation. On November 18, 2015, QMD partnered with the P-Care Committee to discuss issues including case management credentials and Standards of Care.

QM Development is excited to host a Cultural Competency panel on December 8, 2015. The panel will cover issues such as human trafficking, transgenderism, and HIV stigma. The panel will include individuals who are experts in these areas and offer case management frontline staff an opportunity to interact and dialogue across an array of topics.

Over the next few quarters, QM Development will work to incorporate aspects of Lean Six Sigma into the measuring and performance improvement/management components of our methods. This is an exciting endeavor that HCPHES is taking on with a cohort set to complete its certification by the end of February 2016.

*Tasha Traylor, QM Dev. Project Coord.  
ttraylor@hcphe.org*

## QUALITY ANALYST (QA)

**DOCUMENTATION OF SERVICES** - Client records must contain complete and timely progress and medical treatment notes, signed by the performer of the service. Encounters billed that have no corresponding note in the client record are ineligible for reimbursement

**PERSONNEL** - All RW Part A funded staff are required to complete varied trainings and attend a specific number of meetings. Please carefully review the General Standards, as well as the specific standard related to your funded service/s for full training details

**PAYER OF LAST RESORT** - Agency must ensure that Ryan White is the Payer of last resort and must have policies and procedures addressing strategies to enroll all eligible uninsured clients into Medicare, Medicaid, private health insurance and other programs. Agency must verify 3<sup>rd</sup> party payment coverage for eligible services at every visit or monthly (whichever is less frequent)



**RE-CERTIFICATION OF CLIENT ELIGIBILITY** - Agency conducts six (6) month re-certification of eligibility for all clients. At one of the two required re-certifications during a year, agency may accept client self-attestation for verifying that an individual's income, residency, and insurance status complies with the RWGA eligibility requirements. The Modified Adjusted Gross Income (MAGI) form must be used in conjunction with an acceptable proof of income.

*Art Delgado  
Quality Assurance Coordinator  
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## CPCDMS

**RSR** - The 2015 RW Services Report (RSR) process is underway. There were several major changes instituted including moving from funded scope (clients that received RW services) to eligible scope (clients eligible for RW services). HIV Positivity Date is also now required to be reported, along with race and ethnicity subgroups. We are working with agencies to get data cleaned up in advance to minimize the errors, warnings, and alerts received after the client data upload into the HRSA website.

**NEW PCARE REPORT** - The *abr152 - HAB Measures* report has now been shared with users at agencies providing primary care. After selecting the report the user enters the first and last service date, the grant (s), whether to show details or not, and the Performance Measure to be shown. There are nineteen measures from which to choose.

*Dawn Meade  
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## RYAN WHITE GRANT ADMINISTRATION

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# GRANTS MANAGEMENT

**SITE VISIT REFUNDS DUE** - Agencies who had ineligible encounters from FY 2014 per their site visit will be receiving a request for payment notice soon. Please ensure the refund payment is submitted to RWGA by the due date stated in notice.

**RSR** - Agencies can expect their RSR notice by December. Please ensure your agency has completed their RSR registration as soon as possible to avoid any technical delays when you start your RSR. The RSR will be due by 3/01/16.

**REQUEST FOR BUDGET REVISION** - As we enter the 4th quarter, please ensure your agency is managing your expenditure rate. Agencies with multiple units of service in their contract may submit a Request for Budget Revision per procedures indicated in the Grants Management Technical Assistance Manual, Section 7 to move funds between service categories.

**CER SUBMISSIONS** - CER documentation submitted after 5:00 p.m. on the due date will be clocked in the next business day. This includes CER documents submitted via email. If agency is submitting documentation via email, please ensure the staff submitting the documentation is an authorized user and has completed the CER via email training. Also make sure the CER reflects units being billed and NO extraneous data. For example, if you are not reporting any deleted encounters or back-billed encounters, do NOT include them on CER as a line item. Only include what is being billed for the month.

**CER BACKBILLING** - The next opportunity to submit back billing will be on the Feb. Final CER due 3/30/16. Please refer to the Grants Management Technical Assistance Manual, Section 3 for guidance.

**BUS VOUCHER DISTRIBUTION ERRORS** - If agency distributes client the wrong voucher type, agency needs to submit a HelpDesk Request for guidance on correcting error. If you do not correct the error, when it comes time to request additional vouchers, the process will be delayed due to the error in CPCDMS. This can affect how long your agency is without any bus vouchers.

**BUS VOUCHER INVENTORY** - Bus voucher inventories continue to have problems. Each agency has a designated Bus Voucher Contact who is responsible for

managing the bus voucher inventory. Agency Contacts continue to indicate they have accounted for all vouchers when in fact they have not. Staff issuing vouchers need to remember when they enter a voucher in CPCDMS and the voucher TYPE is incorrect—this comes up as an “unaccounted voucher” during the inventory review. Therefore, these errors need to be addressed PRIOR to an inventory review. Agency Contacts need to keep an eye out for these types of errors. All Contacts who have dealt with these issues understands how much it affects the processing timeframe. When you review the bus vouchers in the CPCDMS reports, you need to account for the bus voucher number AND bus voucher TYPE (i.e., renewal or value based). When staff distribute the wrong bus voucher type, it greatly affects the inventory review process. The length of time it can take to resolve issues can affect how long your agency is without bus vouchers.



**BUS VOUCHER 70+** - If clients are 70 or older, they are eligible for free rides with METRO. Client can update their current Q-card at the METRO Ride Store to get their card updated. Please ensure this information is provided to clients and a voucher is not issued to clients over 70 years old.

**CONTRACT AMENDMENTS** - The contract process has changed and contracts must be signed prior to Court Approval. The County Purchasing Department has taken on additional responsibilities related to the contract process, therefore, your agency may be contacted by the County Purchasing Department regarding contract signatures.

**ALL CONTRACTS MUST BE  
SIGNED BY AGENCY PRIOR TO  
COURT SUBMISSION**

**WELCOME** our new Financial Analyst, Cynthia Granville, who has joined the Grants Management team. She can be reached at cgranville@hcphe.org or (713) 439-6084.

**QUESTION OF THE MONTH:** *We were informed that we did not have an approved waiver on file for a client who resides outside the Houston EMA so the CER was placed on hold until we submitted an approved waiver. I submitted a Request for Waiver. Will this remove the hold on CER?*

**ANSWER:** *No! An approved waiver is one that has been signed and approved by RWGA. Agencies are responsible for submitting their CER documentation, including approved waivers. Therefore, agency must submit a copy of the APPROVED waiver to RWGA with a notation indicating which CER the waiver is being submitted for (i.e., CER billing month, contract number, and service category). Agencies should be proactive and ensure waivers are approved prior to providing services and prior to the CER submission.*

Vicki Cerna-Bell, Project Coordinator  
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*Wishing everyone a  
wonderful  
holiday!*



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